HEALTH AFFAIRS

TRICARE Management Activity

TRICARE Management Activity

WELCOME

IM/IT SPEAKER TRACK

Moderator: Colonel Garry Stanberry

TRICARE

TRICARE
Management
Activity

nposite Health Care System
Demonstration

2000 TRICARE Conference

February 2000

Composite Health Care System II Demonstration

TRICARE Management Activity

- **Opening Remarks**
- **CHCS II a tool to support MHS optimization:** Capt William Heroman
- **CHCS II Demonstration**
  - Medical: LTC Bart Harmon and Maj David Parker
  - Dental: Col Jay Smith
  - Reports: CDR Wyatt Smith
- **Open Discussion on Product Features**

CHCS II a Tool to Support MHS Optimization

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FHP/Pop Health MHS Optimization CHCS II: A Tool

TRICARE Management Activity

- One of several <u>tools</u> to effect FHP, Population Health and MHS Optimization
- MHS Optimization: Concept to Implementation
- Business Process Reengineering <u>FIRST</u>
- Demonstration of one tool today

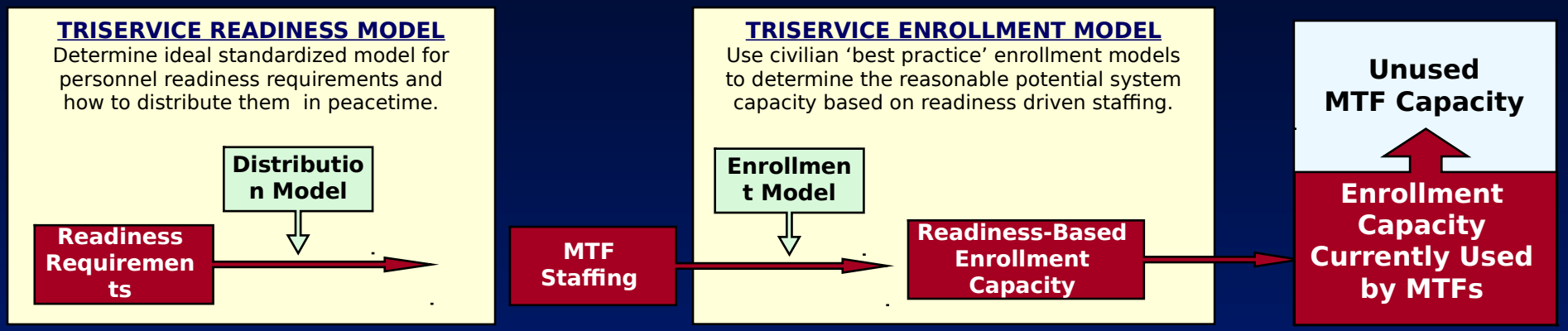
A Better Approach: Do All The Steps

TRICARE Management Activity

1. Vision
2. Conceptual Plans
3. Policy
4. Implementation Plans
5. Business Process Reengineering & Business Rules
6. Mechanics of Implementation
7. Technology Solution

MHS Optimization Plan

Critical MHS Reengineering Components


TRISERVICE READINESS MODEL
Determine ideal standardized model for personnel readiness requirements and how to distribute them in peacetime.
Distributio n Model
Readiness Requiremen ts
MTF Staffing
TRISERVICE ENROLLMENT MODEL
Use civilian 'best practice' enrollment models to determine the reasonable potential system capacity based on readiness driven staffing.
Enrollmen t Model
Readiness-Based Enrollment Capacity
Unused MTF Capacity
Enrollment Capacity Currently Used by MTFs

READINESS COSTING MODEL

FHP POPULATION HEALTH

TRISERVICE WORKLOAD MODEL

TRISERVICE RESOURCING MODEL

TRISERVICE METRICS

"MOST EFFECTIVE ORGANIZATION"

MTF Capacity

MHS

TRICARE Management Activity

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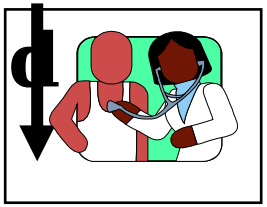

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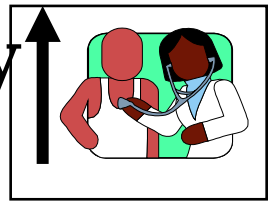
Productivi ty



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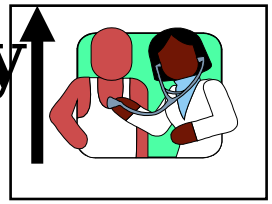

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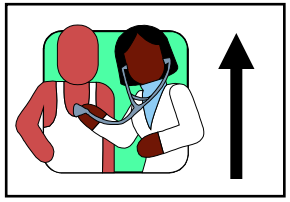
Pop Health
FHP D/UM

Support Providers

Providers/Staff Available

MCSC $s



Recaptu re to MTFs

Increas ed Capacit y

CHCS II Patient

- One provider (PCM by Name)
- Organized efficient clinic team who reminds them of prevention measures
- Provider has information he/she needs at hand; no repetition of information by patient
- MORE TIME WITH PROVIDER

CHCS II Provider

- Routine prevention measures, chief complaint, check-in done by clinic staff
- Easy fast retrieval of problem list, meds, labs, rads, consults
- Encounter and disease management templates
- Referral management
- Panel information by Decision Support Office
- MORE TIME WITH PATIENT

CHCS II Clinic Support Staff

- **Meaningful assigned role in patients' health**
  - **Prevention reminders**
  - **Efficient clinic visit**

Leadership & Management Support

- **Force Health Protection/Population Health**
  - **Deployment status of unit**
  - **Demand management effectiveness**
  - **Disease prevalence, management, and outcomes (HEDIS)**
- **Business decisions: make VS. buy**

MHS

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TRICARE Management Activity

CHCS II Demonstration

Bart J. Harmon, MD
LTC, US Army, Medical Corps
CHCS II Program Office
Functional Support Manager

David Parker, MD
Maj, US Air Force, Medical Corps
MHS Advanced Technology Integration and Design
CHCS II User Interface Design Lead

Jay Smith, DDS
Col, US Air Force, Dental Corps
CHCS II Program Office
DDSA Project Manager

Wyatt S. Smith, DO
CDR, US Navy, Medical Corps
TMA/IMTR
Chief, Clinical Information

CHCS II a Tool to Support MHS Optimization *Reports*

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TriService Standard Report_

Delivery Date: 1 Feb 2000

Monthly Summary of Delinquent Wellness Screening and Prevention Intervention

HEALTH AFFAIRS

MTF: Alpha
Clinic: Internal Medicine
PCM: Frank Wellborn
Physician ID#: 2487320

(30 Dec 1999 to 30 Jan 2000)

Summary: 684 of 1477 Empanelled Beneficiaries Delinquent

Clinical Preventive Services	Number Not Meeting Criteria and Not Requiring Intervention	Number Meeting Criteria Requiring Intervention	Number With Intervention Completed Last Month	Comments
1. Alcohol/Substance Abuse Counseling (HEAR)	1417	60	7	
2. Blood Pressure Elevated	1430	47	0	
3. Cholesterol Elevated	1245	232	5	
4. Dental Exam Delinquent	1411	66	133	
5. Flu Shot Delinquent	1219	258	0	
6. Mammogram Delinquent	1399	78	0	
7. Pap Smear Delinquent	1352	125	52	
8. Tobacco Counseling	900	577	100	

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TriService Standard Report

Delivery Date: 1 Feb 2000

Monthly Roster of Delinquent Wellness Screening and Prevention Intervention

HEALTH AFFAIRS

MTF: Alpha
Clinic: Internal Medicine
PCM: Frank Wellborn
Physician ID#: 2487320

Summary: 684 of 1477 Empanelled Beneficiaries Delinquent

Individual	SSN	Preventive Service	Action
1. Anderson, Fred Complete 13 Birch Lane Portsmouth, VA 23123 (757) 764-2958	234-67-9834	Fecal Occult Blood Due	Nurse Best:
2. Allen. Floyd 12958 Willow Street Hampton Roads, VA 23207 (757) 564-8876	345-94-9687	Hemoglobin A1C: 10.7	None
4. Cooley, Mary Corpsman Jones: 1298-B Whispering Branch Drive Virginia Beach, VA 23555 (757) 532-6574	276-98-2387	Tetanus Booster Due Booster Given - 23 Jan 2000	
5. Clark, Dwight Nurse Best: Complete 49 Sandy Point Virginia, Beach, VA 23195	684-98-0399	High Cholesterol Follow-Up Lab Draw	

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TriService Standard Report

Delivery Date: 1 Feb 2000

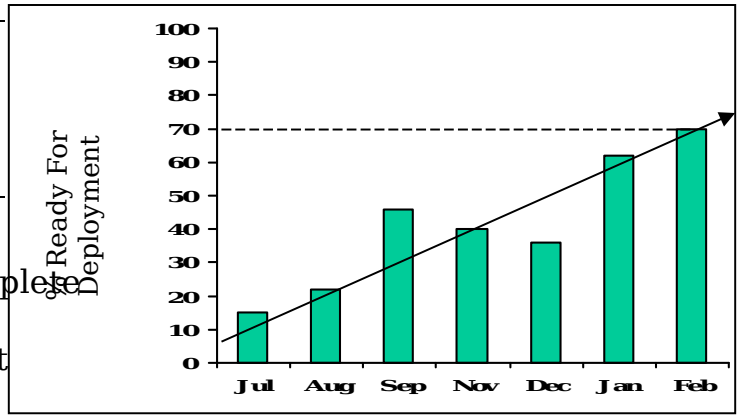
MTF Staff Readiness Status

HEALTH AFFAIRS

MTF: Alpha
Commanding Officer: Capt Joseph Frank

Summary:

756 Total Staff
226 Total Number of MTF Staff Requiring Readiness Intervention
70% Ready for Deployment in Feb 2000 (530/756=70%)



15-No Assigned UIC
10-Limited Duty
5-Gas Mask Fitting Not Complete
138-Dental Class 3
28-Readiness Physical Examination Delinquent
46-Dental Class 4
6-Hepatitis Vaccination Series Incomplete
73-HIV Status Delinquent
103-Influenza Vaccination Delinquent

Individual	Clinical Area	Readiness Requirement
1. Allen, Sherry PO1	Allergy Clinic	No Assigned UIC
2. Andrews, Melinda Lt	Family Practice	Influenza Vaccination Delinquent Dental Class 4
3. Band, Antothy Capt	MRI Clinic	Influenza Vaccination Delinquent
4. Ballard, Thomas P01	Pharmacy	Limited Duty Influenza Vaccination Delinquent
5. Center, Alison CPO	Obstetrics	Dental Class 3
6. Dillard, Kendra PO2	Family Practice	Influenza Vaccination Delinquent
7. Flinding, Rebecca LtJG	Physical Therapy	Hepatitis Vaccination Series Incomplete

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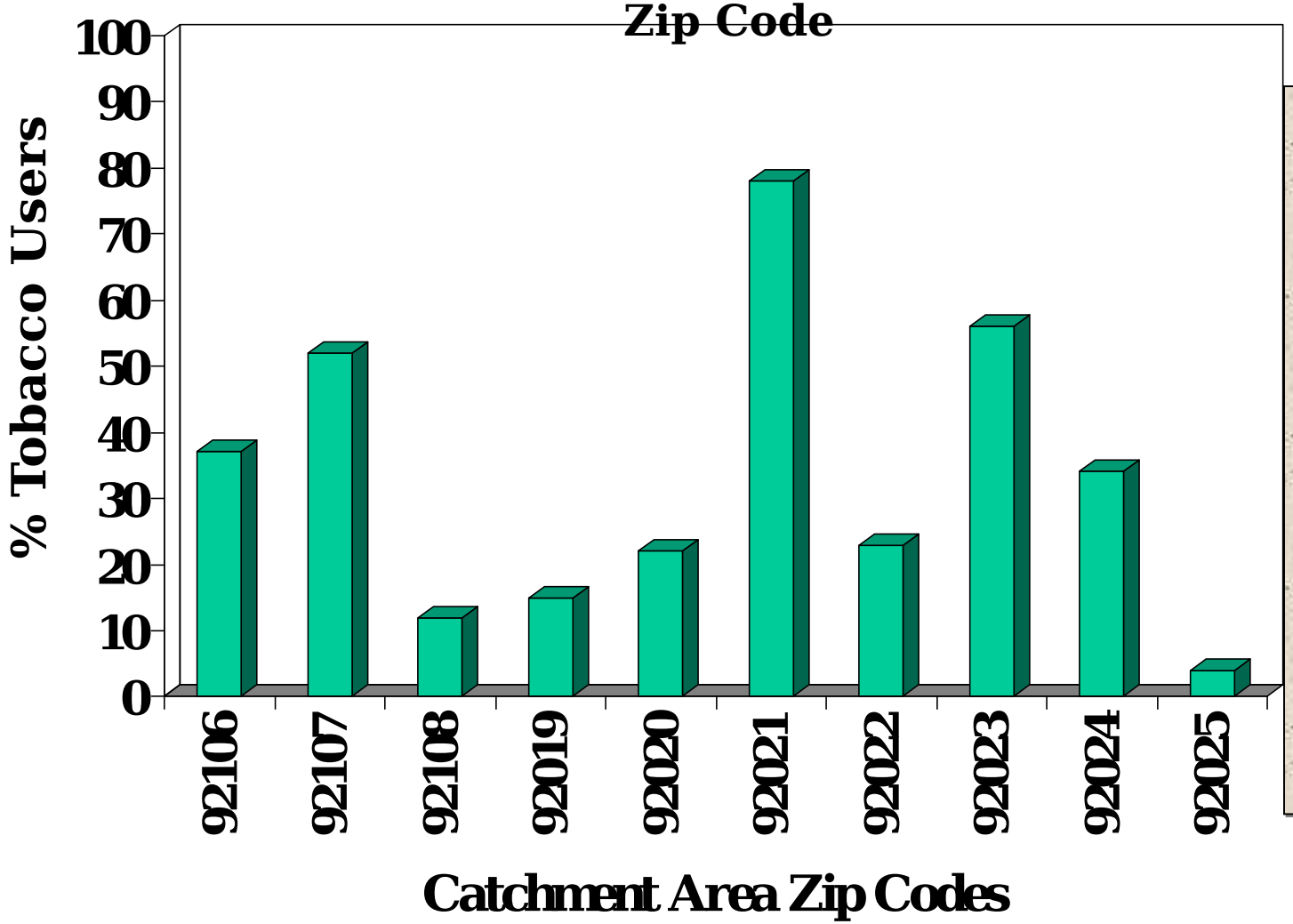
Report: Top Priority Educational Targets (Monthly Report)
Date: 1 Feb 2000

HEALTH AFFAIRS

MTF: *Alpha*

% Tobacco Users by Catchment Area Zip Code



Population Education Wellness Management

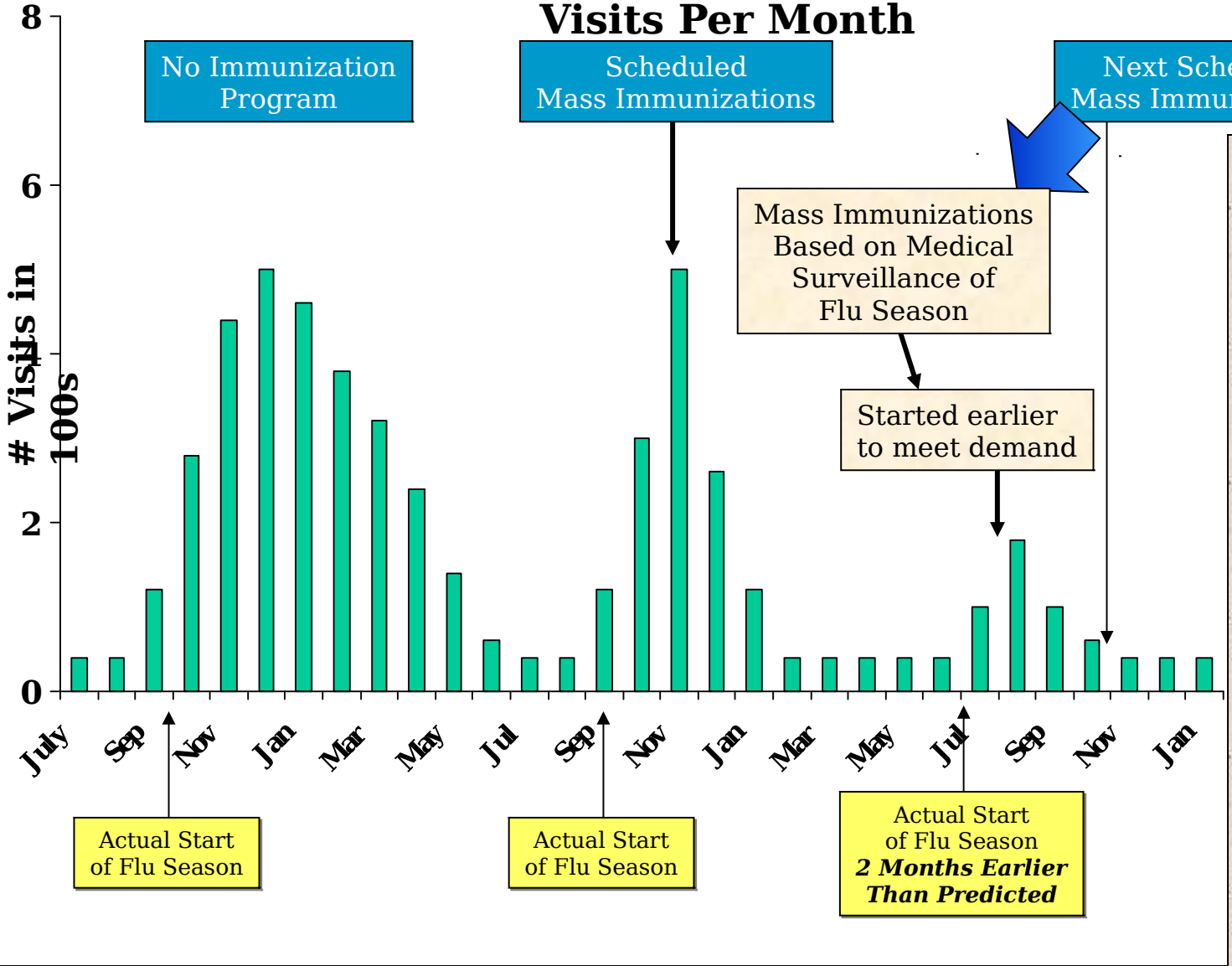
- Targeted educational programs to geographical areas, organizational units, or individuals.
- Focused educational programs at known risk population are less costly and more effective than those directed at all of the population.

Report: Medical Surveillance: Flu Season (Monthly Report)
Date: 1 Feb 2000

HEALTH AFFAIRS

MTF: *Alpha*

Catchment Area Influenza and Influenza-like Visits Per Month



Medical Surveillance
FHP/PHI
Demand Management
Wellness Management

- **Increased Workdays Saved**
- **Decreased PMPY (Decreased MTF Personnel Resources)**
- **Decreased Pharmacy/Radiology/ Laboratory Orders**
- **Potential Savings of Hundreds of Thousands of Dollars**
- **Sustaining Base**

DEPARTMENT OF DEFENSE

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